

News Release

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Chief Information Officer Awards Exemplify Best Practices in Technology

Governor Mike Leavitt today recognized the 2003 Governor's Chief Information Officer Award winners for outstanding accomplishments in e-government initiatives by state agencies, local government and private sector partners. These information technology projects exemplify best practices in the design and implementation of customer-focused information technology services and business solutions.

"Technology makes our lives better, but it takes people to make that happen," said Leavitt. "I commend the dedication of these agencies and their partners in finding innovative ways to reach customers through technology. Every year more progress is made in offering residents the services they need in a convenient and efficient manner."

The state's homepage, Utah.gov, hosts over 3 million user visits and supports approximately 425,000 transactions each month. The site offers a wide range of online services, including vehicle registration renewals, business tax filings, hunting and fishing licenses, business name registration, official form downloads, and hundreds of government information resources. More than 35 new online applications have been added to the portal in the last two years.

This year's Chief Information Officer Award winners are:

. Outstanding Leadership in Enterprise Product Management

This award honors those exemplifying the principles and practices of product management in accomplishing enterprise e-government objectives and improving business practices through technology.

James Whitaker, Dept. of Workforce Services

Klare Bachman, Dept. of Commerce

- e-Government Customer Initiatives Inside and Outside the Organization

The Utah Department of Health's outreach initiatives have promoted online applications to increase access to services and information for citizens. More residents are registering online for Primary Care Network and CHIP. The Data Warehouse has proven to be a valuable information resource for staff and decision-making.

Department of Health-Primary Care Network (PCN), Children's Health Insurance (CHIP), Health Data Warehouse

- Public/Private Partnership to Provide Streamlined Enterprise e-Government Services

The Office of Planning and Budget, Traffic Operations Center Dispatch, Utah Highway Patrol, Dept of Transportation-Motor Carriers Div., Tax Commission-Motor Vehicles Div. have worked in partnership with the Utah Professional Towing and Recovery Association, the Weber County Towing Association, local law enforcement, and representatives from the State Legislature to develop a streamlined web service that provides information about impounded vehicles 24-hours a day, 7 days week for citizens, towing companies, law enforcement, and state and local government agencies.

- Outstanding Online Applications

Online applications improving service to customers:

Utah Insurance Department - Online Annual Company License Renewal
Dept. of Agriculture - Online License renewal and search of current licensees

- Private/Public Partnership to Improve Service Delivery

The Department of Natural Resources and retail outlet partners have created an online application for these business agents to sell hunting and fishing licenses to Utah sportsmen. This private/public partnership provides convenience to citizens who can purchase licenses where they shop.

- Innovation in Providing e-Government Service

The State Library is a leader in implementing technology to better serve its customers using RSS technology and live online chat help. The State Library is not only a leader in Utah but is recognized nationally in use RSS technology.

- Technology Transfer Award

Division of Facilities Construction and Management, Dept. of Administrative Services for the Statewide Facility Focus System that has been adopted by state agencies and higher education.

- Outstanding Local e-Government Online Application

The award goes to Davis County, Tooele County, and Utah County for Property Tax Payments Online. Their online applications provide a convenient e-government service to citizens who can complete transactions on a 24-7 basis.

- Outstanding Online Application-Visual Presentation of Information

The Division of Air Quality, Department of Environmental Quality and Automated Geographic Reference Center, Department of Administrative Services provides online interactive maps to communicate local air quality conditions to citizens. These maps are a quick and easy way to visually communicate useful information.

- Outstanding Application Providing "Real-Time" Information

Department of Transportation's Intelligent Transportation Systems make driving Utah roads easier. CommuterLink gives travelers access to traffic information at home, at work, and on the road through the Internet, variable message signs, and the news media; and Utahns can call 511, a state-of-the-art voice activated system to get information about traffic, public transportation, and current road conditions.

- Outstanding Interagency Application

The Department of Public Safety successfully implemented an eTeam system that provided communications and coordination across federal, state and local law enforcement and public safety agencies for incident management during the 2002 Olympic Winter Games.

- Outstanding Private Sector Partner Sustained Leadership Award

Utah Interactive, Inc. has consistently produced multiple award winning online applications including over 60 applications on behalf of and in cooperation with state agencies.

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